

ADMINISTRATIVE SUPPORT

Mission:

Provide strategic financial, personnel, and facilities management, information technology, business analysis, communication, and training to our customers: Social Services' employees, board members, officials, agencies and citizens of Catawba County.

Vision:

To exceed the expectations of our customers by providing support services, stable and appropriate funding levels, maximization of revenues, and technology that increases efficiency and better provides for our customers' needs.

Goal: Social Services will operate with the highest standards of effectiveness and efficiency.

Outcome: To increase the efficiency and effectiveness of agency services, staff will develop and/or streamline a minimum of ten (10) work processes/procedures creating a cumulative 15% agency time and/or financial savings by June 30, 2006.

Goal: Citizens will be knowledgeable of, and satisfied with, Social Services.

Outcome: To ensure prompt, efficient and courteous services are extended to customers, the agency will realize a 98% customer satisfaction rating on random sample surveys during FY 2005-06.

FAMILY AND CHILDREN'S SERVICES

Child Protective Services

Mission:

Ensure safe, permanent, nurturing families for children in Catawba County.

Vision:

Every child in Catawba County will have a permanent sense of belonging in a family that is nurturing, provides for the child's physical, emotional, and educational needs and instills hope for the future.

Goal: Vulnerable children are in safe, nurturing, financially stable environments

Outcome: 93% of the neglected or abused children (approximately 720 of 800) receiving Child Protective Services for more than three months will remain with parents or relatives and receive sufficient care and protection during FY 2005-6.

Outcome: Repeat child maltreatment will be prevented within six months in 90% of families (approximately 495 of 550) in which children have previously been maltreated during FY 2005-6.

Prevention

Mission:

To promote self-sufficiency for families in Catawba County through education and the prevention of teen pregnancy, family violence, poverty, neglect, and other risk taking behaviors.

Vision:

Children and families in Catawba County will thrive in safe, affirming, and enriching environments with access to resources supporting their full potential in their homes, schools, and communities.

Goal: Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

Outcome: 98% (approx. 363 of 370) of Teen Up/Upward Connection participants (high risk youths ages 9-17) will not become or cause a pregnancy during fiscal year 05-06.

Permanency Planning

Mission:

To ensure safe, permanent, nurturing families for children.

Vision:

Each child in Catawba County shall achieve a permanent sense of belonging to a family that gives security, good health, adequate nutrition, a safe environment, a quality education and hope for the future.

Goal: Vulnerable children are in safe, nurturing, financially stable environments.

Outcome: 70% of children in DSS custody during FY 2005-6, will be in a permanent placement and leave care within 24 months of entry.

Family Builders of Catawba Valley

Mission:

Our mission is to ensure safe, permanent, nurturing families for children.

Vision:

Every child in Catawba County will have a permanent family.

Goal: Vulnerable children are in safe, nurturing, financially stable environments.

Outcome: 90% of children (approximately 59 of 66) newly **identified for adoption** between July 1, 2004 and June 30, 2005 will have an identified adoptive placement within 12 months as compared to the statewide standard of twenty-four months.

Residential Services

Mission:

Our mission is to ensure safe, permanent, nurturing families for children.

Vision:

To collaborate with all units of Catawba County's Children and Family Services to ensure Catawba County youths will have a safe, nurturing environment in which to grow up and become productive citizens.

Goal: Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

Outcome: 85% of youths (20 of 23) served in the Group Homes will experience a 75% improvement in the inappropriate behaviors present at admission as measured by Bond Level Achievement at Mid-Year and End of Year during their placement in FY 2005-6.

Family N.E.T. (Nurturing, Education, and Treatment)

Mission:

To provide a comprehensive network of nurturing, educational and treatment services to enhance the emotional, behavioral and interpersonal functioning of children, youth and their families in Catawba County.

Vision: To provide the highest quality services possible while recognizing each person's right to make informed choices, respecting the dignity of the individual, promoting family involvement and empowering each individual to achieve within the limits of his or her capabilities.

Goal: Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

Administrative Office Support

Mission:

Provide courteous and efficient customer service to Family NET customers.

Vision: To provide the highest quality of customer service and exceed the expectations of our clients and their families by assisting them with their appointments, and gathering accurate information to ensure proper billing of their accounts.

Goal: Social Services will operate with the highest standards of effectiveness and efficiency.

Outcome:	98% of referrals received in FY 2005-6 will be seen within the time frames specified in the state mental health guidelines (i.e., within 1 hour for emergent care, within 24 hours for urgent care, and within 5 working days for routine care).
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ACT Program

Vision:

All children in Catawba County will be successful in a regular school setting.

Goal: Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

Outcome: 85% (17 of 20) of students completing the ACT Program will show improvement on the Connor's Scale in at least 2 of the 4 categories as scored at admission and at discharge.

Child Outpatient Services

Vision:

Children and families in Catawba County will achieve emotional, behavioral, and interpersonal well-being.

Goal: Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

Outcome: 80% of children (approximately 640 of 800) receiving at least 3 sessions of outpatient therapy in FY 2005-6 will show a 10% improvement in functioning as measured by the Global Assessment of Functioning Scale (GAF).

Department of Human Resource Team

Vision:

Children and families in Catawba County will achieve emotional, behavioral, and interpersonal well-being.

Goal: Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

Outcome: 90% of students receiving DHR social work services for at least two grading periods will demonstrate a year's academic growth based upon eligibility for promotion to the next grade level during FY 2005-6.

Adolescent Services

Vision:

Catawba County at-risk youth and families will be productive, law-abiding, and substance-free at home, school, the work place, and in the community.

Goal: Children and families will have access to nurturing, education, support, and treatment services to maximize family functioning.

Outcome: 70% of court-involved youth (approximately 60 of 85) who receive outpatient treatment services (individual, family, and/or group therapy), for at least 3 sessions beyond the initial evaluation, will have no new legal charges while in the Family NET treatment program, within the fiscal year.

Family Services

Vision:

All families will build on their strengths to create a safe environment that will allow them to thrive and become contributing members of society.

Goal: Children and families will have access to nurturing, education, support, and treatment services to maximize family functioning.

Outcome: 85% (Projected 34 of 40) of Families completing Family Preservation Services during FY 2005- 6 will not have had their children enter Social Services foster care system six months from the time of **completion** of services.

Outcome: 85% of adult consumers (approximately 187 of 220) participating in individual therapy will demonstrate improvement in functioning as evidenced by self-report and improvement in Global Assessment of Functioning scores in FY 2005-2006.

Early Childhood Support/Development

Vision: All children ages 0-5 in Catawba County will be safe, healthy, and ready to learn in kindergarten.

Goal: Children and families will have access to nurturing, education, support and treatment services to maximize family functioning.

Outcome: 60 of 75 (80%) children who receive services from the Clinical Specialists, will demonstrate appropriate social and behavioral adjustment as measured by the Devereaux Early Childhood Assessment by June 2006.

Outcome: 59 of 63 (95%) licensed childcare programs that receive services from the Education Specialists, will maintain or achieve higher star status (quality ranking based on compliance history, staff education, and program standards for children.) by June 2006.

Work First

Mission:

To insure Work First recipients and applicants become and remain self-sufficient by linking them with resources and skills, and to allow them to take responsibility for themselves and their families.

Vision:

All Catawba County families will demonstrate personal responsibility and will have the resources needed to meet their basic needs – food, clothing, shelter, and medical care.

Goal: Citizens will become or remain economically independent.

Outcome: To cause 94% of Catawba County Work First citizens who leave Work First during FY 2005-6 due to employment, remain off of assistance for one year.

ADULT SERVICES

Mission:

To assist individuals in reaching and maintaining their maximum level of independence, coordinating in-home and facility based services and monitoring these services assuring appropriateness and quality. To provide access to medical attention for Medicaid customers and short-term crisis assistance to eligible needy citizens to meet basic needs (food, rent, utilities, and shelter. – no final decision made on adding this statement to the mission.

Vision:

Catawba County senior and disabled citizens will live safely in an appropriate home environment as long as possible and will receive appropriate facility care as needed.

Goal: Elderly and disabled are safe and have opportunities to remain in their home.

Intake / Adult Protective Services

Outcome: Protect 85 of 85 (100%) of all individuals accepted for assessment of abuse, neglect or exploitation during FY 2005-6.

Home and Community Based Services

Mission:

To assist individuals in reaching and maintaining their maximum level of independence through coordinating in-home, community, and facility based services and monitoring these services to assure appropriateness and quality.

Vision:

Catawba County senior and disabled citizens will have the opportunity to receive the necessary support to promote and maintain their quality of life.

Goal: Elderly and disabled are safe and have opportunities to remain in their home.

Outcome: Enable 420 (21% increase) senior, visually impaired and disabled citizens to remain safely in their own home by providing or purchasing in-home and community based services.

Adult Assistance

Mission:

To assist eligible aged, disabled and blind individuals with access to and cost of medical care.

Vision:

Catawba County adult population will live a healthy life and access quality medical care.

Goal: To cause eligible citizens to receive residential care and medical attention promptly and to be treated with respect in all interactions with staff.

Outcome: To increase the percentage of Catawba County's projected elderly and disabled Medicaid eligible citizens receiving assistance from 66% to 71% (5,226 to 5,557 of 7,828 potential eligibles by June 2006 in order to provide the means by which they may access medical attention.

Carolina ACCESS

Mission:

To provide access to medical attention for Medicaid customers.

Vision:

Medicaid customers have access to adequate, appropriate, and timely health care to meet preventive, as well as sick, medical needs.

Goal: To link Medicaid customers with a primary care provider who delivers and coordinates their health care needs and to avoid inappropriate use of Emergency Departments.

Outcome: Maintain participation in Carolina ACCESS at 100% of the eligible Medicaid population (approximately 11, 123 individuals) during FY 2005-6.

Transportation Services

Mission:

To enable Medicaid eligible Catawba County citizens to have access to medical care by providing transportation services.

Vision:

Catawba County citizens will have access to medical care opportunities.

Goal: Elderly and disabled are safe and have opportunities to remain in their own home.

Outcome: In order to comply with the Blue vs. Craig Consent Order, transportation services will arrange and/or provide access to medical services for all Medicaid eligible Catawba County citizens (anticipated to be 14,000) during 2005-6.

Nutrition Services

Mission:

To improve the quality of life of seniors by enabling them to remain at home and receive a nutritious meal or be active in their community within congregate setting and receive a nutritious meal, education, socialization, and health and wellness programs.

Vision:

All Catawba County citizens, 60 years of age and older, will have access to nutrition programs to improve their quality of life.

Goal: Elderly and disabled are safe and have opportunities to remain in their home.

Outcome: 90% of the 1074 persons receiving nutrition services will experience health/nutrition awareness, reduced isolation, and increased independence by June 30, 2006.

General Assistance

Mission:

Prevent dependency on public assistance by providing short-term crisis assistance to the eligible citizens.

Vision:

Citizens of Catawba County will have access to help during a crisis from a well-coordinated public/private effort.

Goal: Citizens will become or remain economically independent.

Outcome:

Eliminate crisis situations for 2,000 citizens in FY 2005-6 by assisting them with food, rent, utilities, shelter, medical needs and coordinate, cooperate and collaborate with Eastern Catawba County Cooperative Christian Ministries, Greater Hickory Cooperative Christian Ministries and Salvation Army in assuring no duplication of efforts occur with emergency assistance.

FAMILY SUPPORT

Family Medicaid / Health Choice

Mission:

To assist families and children in obtaining access to medical services by quickly and accurately determining their eligibility for Medicaid / NC Health Choice for Children and providing information to citizens to help them obtain medical coverage.

Vision:

All Catawba County families will have access to medical and dental coverage for their members.

Goal: Social Services will operate with the highest standards of effectiveness and efficiency.

Outcome: To increase the percentage of Catawba County's projected Medicaid / Health Choice eligible children served from 86% to 88% (10,265 to 10,505 of 11,937 uninsured/ potential eligible) by June 2006 in order to provide the means with which they may access medical attention. (Contingent upon enrollment for NC Health Choice remaining 'unfrozen' and no major policy changes that would affect eligibility.)

Food Assistance / Program Integrity

Mission:

To supplement the food purchasing power of low-income families by promptly, courteously and accurately providing food stamp benefits and educating and/or connecting them to other available resources.

Vision:

All Catawba County families will have the resources necessary to meet their basic nutritional needs.

Goal: Social Services will operate with the highest standards of effectiveness and efficiency.

Outcome: To increase the food purchasing power of Catawba County's low income families by identifying and reaching 72% of Catawba County's potentially eligible citizens by June 2006. (Currently at 69%. Will increase from current 12,088 persons to 13,414 of the 18,630 potentially eligible citizens - contingent upon the state/feds not changing eligibility policies which would negatively impact potential applicants.)

Child Support

Mission:

To ensure that Non-Custodial parents acknowledge and accept financial responsibility for the payment of regular child support payments for their children.

Vision:

Child Support for every child in Catawba County.

Goal: Vulnerable Children are in a safe, nurturing, financially stable environment.

Outcome:

To increase the Child Support Collection Rate in FY 2005-6 to 1% above the percentage achieved in FY 2004-5. (Projected to be from 70% to 71%. The State Collection rate is currently 63.2%. The federal benchmark is 80%.)

PUBLIC ASSISTANCE PAYMENTS

Mission:

To provide public assistance to eligible Catawba County citizens to help with assisted living, needs of the blind, and medical attention as required by State and Federal laws and regulations.

Vision:

All Catawba County families will demonstrate personal responsibility and will have the resources needed to meet their most basic needs – food, clothing, shelter, medical and child care.

Goal: Citizens will become or remain economically independent.

Outcome: Avoid in excess of \$875,000 Medicaid (\$827,000 federal and state; \$48,000 county share) by keeping senior and disabled citizens in their own homes with the provision of Community Alternatives Program services in lieu of nursing home placement.

CHILDREN'S PURCHASED SERVICES

Mission:

To ensure safe, quality, accessible and affordable child care for children in Catawba County, supporting the independence of families by enabling responsible adults to secure and maintain employment and meet the basic needs of their children.

Vision:

All families will have the understanding of quality child care and have resources available to select the most appropriate childcare arrangement for their future. Adult members of the family will go to work each day knowing that their children are in a safe, nurturing, quality environment where they can learn and grow.

Goal: Vulnerable children are in a safe, nurturing, financially stable environment.

Outcome: The parents or caretakers of 3400 Catawba County children will be able to obtain and / or maintain employment during FY 2005-2006 due to the provision of day care scholarships for their children. (conditioned on the availability of state and federal money.)